



## Digitalization of Judiciary Through E-Court Implementation to Improve the Effectiveness and Efficiency of Indonesia's Judicial System

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**Abstract:** This study discusses the digitalization of justice through the implementation of E-Court to improve the effectiveness and efficiency of the justice system in Indonesia. Using a normative research method with a statute approach and conceptual approach, this study analyzes the implementation of justice in the digital era and law enforcement instruments in the E-Court system. The results show that although the E-Court strives to simplify judicial procedures, this system still encounters administrative challenges and high access costs for the community, especially in remote areas. From the aspects of legal substance, legal structure, legal culture, and legal infrastructure, there are still obstacles in regulation, institutional readiness, user resistance, and technological gaps. Therefore, responsive steps are needed from judicial institutions in strengthening regulations, increasing human resource readiness, expanding access to technology, and ensuring system security to realize the principles of simple, fast, and low-cost justice following the principles of inclusive and equitable justice.

**Keywords:** E-Court, Digitalization, Judiciary

### INTRODUCTION

Digitalization has become an inseparable part of various sectors, including law and justice. The development of information technology has encouraged the justice system in various countries to adapt to increase efficiency and transparency in resolving cases (Efendi, 2025). The application of technology in the legal system includes document digitization, the use of electronic-based case management systems, and the development of online platforms for legal services (Saputri, 2025). The digital transformation aims to overcome various obstacles that have been inherent in the conventional justice system, such as long

bureaucracy, limited access to courts, and high costs in the case resolution process (Hamzah, 2023).

In Indonesia, digital transformation in the justice system is realized through the implementation of E-Court by the Supreme Court as part of bureaucratic reform in the justice sector (Kawu, 2023). E-Court is a system that authorizes case registration, payment of court fees, submission of trial documents, and electronic trials to be carried out online. The implementation of E-Court aims to support the principles of simplicity, speed, and low cost as mandated in Article 2 paragraph (4) of Law No. 48 of 2009 concerning Judicial Power (Rosady, 2021). With the E-Court, justice seekers no longer need to come directly to the court to file a lawsuit or attend a trial, thus saving time and money (Berutu, 2020). However, despite providing many benefits, the implementation of this system still faces a number of challenges, both in terms of regulation, human resource readiness, community legal culture, and technological infrastructure that is not evenly distributed throughout Indonesia.

The implementation of E-Court in Indonesia is an urgent need for technological developments and demands for judicial reform (Tsabittha, 2024). The conventional justice system has so far faced various challenges, such as convoluted bureaucracy, slow administrative processes, and limited access for people living in remote areas (Kusuma, 2024). In addition, the high costs of the judicial process, both in terms of court costs and transportation costs for parties who must attend the trial in person, are often the main obstacles for justice seekers (Topa, 2017). With the E-Court, the case administration process can be carried out electronically, thereby, reducing these obstacles and creating a more efficient trial.

Classic problems in the Indonesian justice system also include the long time it takes to complete cases due to the manual administration system and the accumulation of cases in court. The trial process that must be face-to-face often causes trial delays for various reasons, such as the absence of one of the parties or the judge (Husein, 2022). E-Court is a solution to accelerate the resolution of cases through electronic trials, where the parties can attend the online trial without appearing directly to the court (Ropei, 2024). Thus, the principles of simplicity, speed, and low cost regulated in Article 2 paragraph (4) of Law No. 48 of 2009 concerning Judicial Power can be better realized in judicial practice.

As the highest institution in the judicial system, the Supreme Court plays a central role in presenting E-Court as part of legal reform in Indonesia (Herlambang, 2024). Through Supreme Court Regulation Number 1 of 2019 concerning Electronic Administration of Cases and Trials in Court, the Supreme Court provides a legal basis for the implementation of E-Court at various levels of the judiciary (Susanto, 2020). In addition, the Supreme Court is also responsible for ensuring the readiness of technological infrastructure, increasing the capacity of human resources in the courts, and socializing the public so that they better understand and accept the E-Court system (Syarifuddin, 2024). By optimizing this system, it is hoped that judicial services will be more transparent, accountable, and accessible to the entire community without being constrained by distance and time.

The implementation of E-Court is directly related to the principle of simple, fast, and low-cost justice as regulated in Article 2 paragraph (4) of Law No. 48 of 2009 concerning Judicial Power. With E-Court, case administration can be carried out electronically, from registering lawsuits, and paying court fees, to summoning the parties without having to come directly to court (Retnaningsih, 2020). In addition, electronic trials allow the trial process to be carried out online, thus saving time and transportation costs for justice seekers (Syarif, 2024). The E-Court also minimizes trial delays due to the absence of the parties to the case, thus potentially accelerating the settlement of cases in court.

However, in practice, the implementation of E-Court still faces various obstacles that can hinder the optimal implementation of the principles of simplicity, speed, and low cost. In terms of legal substance, regulations regarding E-Court still need to be refined, especially in electronic procedural law which does not yet have the same legal force as conventional procedural law (Bimasakti, 2020). In terms of legal structure, not all law enforcement officers have adequate readiness and understanding to implement this digital system (Thalib, 2025). In terms of legal culture, there is still resistance from the community and advocates who are accustomed to conventional judicial processes. In addition, from the infrastructure aspect, limited internet networks and technological facilities in several areas are still obstacles to the accessibility of E-Court, so it has not fully reached all levels of society evenly.

The implementation of E-Court in Indonesia faces various challenges that include legal, structural, cultural, and infrastructure aspects (Siregar, 2025). From the legal aspect (legal substance), the regulations governing E-Court still have legal loopholes and have not fully accommodated the sustainability of electronic trials outside of emergencies, such as a pandemic. From the structural aspect (legal structure), the readiness of human resources in the justice system is still an obstacle, especially technical training for law enforcement officers and the readiness of the court administration to handle cases digitally (Silalahi, 2025). From the legal culture aspect, many people, including advocates and justice seekers, are still not familiar with the E-Court system, thus creating resistance to its implementation. Meanwhile, from the infrastructure aspect (legal infrastructure), limited access to internet networks and technological devices in several areas hinders the effectiveness of E-Court, causing gaps in the implementation of this system, especially in areas that do not yet have adequate technological facilities.

## METHOD

This research uses a normative juridical method, namely research that focuses on the analysis of applicable laws and regulations and relevant legal concepts. The approaches used are the statute approach and the conceptual approach. The statute approach is carried out by reviewing various regulations related to E-Court, including Law Number 48 of 2009 concerning Judicial Power and the Supreme Court regulations governing the electronic court system. Meanwhile, the conceptual approach is used to analyze the principles of simple, fast, and low-cost justice in the implementation of E-Court. Through this approach, this study seeks to explore the extent to which E-Court can overcome problems in the justice system in the digitalization era and identify obstacles that still hamper the effectiveness of its implementation.

## RESULT AND DISCUSSION

### Implementation of Justice in Indonesia in the Era of Digitalization

The development of digitalization in the justice system is part of the modernization of law in Indonesia which aims to increase efficiency, transparency, and accessibility in the legal process. This digitalization is manifested in various innovations, one of which is E-Court, which allows case administration and trials to be carried out electronically (Hakim, 2024). With this system, the process of filing a lawsuit, paying court fees, submitting trial documents, and online trials can be done digitally, reducing dependence on manual procedures that tend to be slow and bureaucratic.

The Supreme Court has a strategic role in initiating and developing E-Court as part of judicial reform in Indonesia. This step is realized through the issuance of various regulations, such as Supreme Court Regulation (Perma) No. 1 of 2019 concerning Electronic Administration of Cases and Trials in Court, which was later updated by Perma No. 7 of

2022. This regulation adjusts the E-Court policy to the development of modern judicial needs and ensures that this system can be applied more widely and comprehensively.

Article 3 of Perma No. 7 of 2022 stipulated that electronic case administration and trials apply in the first instance and appellate courts for civil, special civil, religious civil, military administrative, and state administrative cases. In addition, Article 3A adds a provision that the management and settlement of bankrupt assets can also be carried out electronically. It shows that the scope of E-Court is increasingly broad and can be implemented in various types of cases.

Furthermore, Article 4 defines that electronic trials cover all stages, from the submission of lawsuits, answers, replies, duplicates, evidence, and conclusions, to the pronouncement of decisions and appeals. Article 20 emphasizes that cases registered electronically will be tried electronically unless there is an objection from the defendant in certain types of cases. If the defendant rejects the electronic trial, the documents can still be submitted physically through the PTSP (One-Stop Integrated Service) service to then be uploaded into the court information system.

The main objective of E-Court is to increase the efficiency and effectiveness of the judiciary by accelerating the administrative and trial processes, reducing the costs incurred by the parties, and expanding access to justice, especially for people who face geographical constraints. With this system, justice seekers do not need to be physically present at every stage of the trial, thus facilitating access for those who are outside the city or areas far from the court. In addition, this system also increases transparency because case documents can be accessed online, thereby reducing the potential for corrupt practices and manipulation in the administration of justice.

The implementation of the principle of simple, fast, and low-cost justice in the digital justice system has a legal basis in Article 2 paragraph (4) of Law No. 48 of 2009 concerning Judicial Power, which mandates that justice must be carried out efficiently and not burden justice seekers. E-Court is present as one of the solutions to realize this principle by utilizing technology in electronic case administration and trials. With this system, various stages of the trial that previously required manual procedures and physical presence can be carried out online, thereby reducing administrative constraints and accelerating the judicial process.

The main advantage of E-Court is its ability to reduce the complex bureaucracy in the conventional justice system. Through digitalization, the process of registering cases, submitting documents, and providing evidence can be done electronically, which not only speeds up the trial process but also reduces the potential for administrative errors. In addition, by eliminating the obligation to be physically present at several stages of the trial, such as submitting lawsuits and exchanging documents between the parties, travel and accommodation costs can be significantly reduced. It provides benefits for justice seekers, especially those from remote areas or who have economic limitations.

The positive impact of digitalization on accelerating case handling is also seen in the administrative aspect, where case registration can be done electronically, payment of court fees can be made through a digital banking system, and virtual trials allow the legal process to continue without being constrained by geographical factors. With this system, the time previously wasted due to trial delays due to administrative reasons can be significantly reduced. However, the effectiveness of the implementation of E-Court requires adequate technological infrastructure support and readiness of human resources in judicial institutions and the community so that the principles of simple, fast, and low-cost justice can be optimally realized.

Although E-Court has become a step forward in the modernization of the judicial system in Indonesia, the reality of its implementation still faces various administrative obstacles. One of the main obstacles is the lack of system readiness in several courts,

especially in technology and human resources. Not all courts have adequate digital infrastructure to run E-Court optimally. In addition, limited data integration between judicial institutions is also an obstacle, so the electronic case administration process is sometimes still hampered by bureaucracy that has not been fully digitized. As a result, in some cases, justice seekers still have to take care of documents manually, which is contrary to the goal of efficiency of this system.

The high cost of access for justice seekers in remote areas is a major challenge in implementing E-Court. Many areas in Indonesia still have unstable internet networks and limited supporting devices such as computers or smartphones needed to access the E-Court system. This causes inequality in the implementation of the digital justice system, where people in urban areas have easier access to this service compared to those in areas with limited technological infrastructure. This condition has the potential to create a gap in access to justice that is contrary to the principle of inclusive justice.

There is a disparity between courts in big cities and courts in remote areas in terms of readiness to implement E-Court. Courts in big cities generally have more adequate resources, both in terms of technology and trained workers to operate this system. In contrast, courts in remote areas still experience obstacles in adopting the digital justice system, both due to limited technological facilities and lack of training for judicial officers and the community. It causes the implementation of E-Court to not run evenly throughout Indonesia, thus hampering efforts to realize the principles of simplicity, speed, and low cost in the digital justice system.

### **E-Court Law Enforcement Instruments in the Implementation of Justice in Indonesia**

The legal substance in the implementation of E-Court in Indonesia still faces various challenges, especially in the regulatory aspect which is not yet fully comprehensive. E-court was first introduced through Supreme Court Regulation (Perma) Number 3 of 2018 concerning Electronic Case Administration in Courts, then strengthened by Perma Number 1 of 2019 regarding Electronic Case Administration and Trials in Courts. Although this regulation is the initial milestone in the digitalization of the justice system, it is not enough to guarantee long-term effectiveness because there are still many technical aspects that have not been regulated in detail. One of the main shortcomings is the absence of provisions that regulate in detail the electronic evidence mechanism and the validity of digital documents in the E-Court system.

Regulations related to online trials are still largely oriented toward the emergency conditions of the COVID-19 pandemic and have not become part of permanent procedural law. During the pandemic, the Supreme Court issued several policies to enable online trials, such as Supreme Court Circular Letter (SEMA) Number 1 of 2020 which regulates trial procedures during the pandemic. However, after the pandemic subsided, there have been no significant efforts to formalize online trials as part of the standard procedures in civil, criminal, and state administrative procedural law. It might create legal uncertainty, especially regarding the validity of trial processes conducted online outside of emergency conditions.

The Criminal Procedure Code and other laws have not specifically accommodated important aspects of E-Court, especially in criminal procedure law. For example, in criminal cases, the physical presence of the defendant in court is still an absolute requirement in the trial process based on the Criminal Procedure Code. Electronic trials can be a solution to speed up the legal process without surrendering the principle of fair trial. In addition, the electronic evidence mechanism is still minimally regulated in civil and criminal procedural law, thus giving rise to the potential for disputes regarding the validity of evidence submitted digitally.

To ensure that E-Court can run more optimally and has a stronger legal basis, harmonization of regulations is needed between the Supreme Court, the Ministry of Law and Human Rights, and other related institutions. Supreme Court regulations must be strengthened with changes to the Criminal Procedural Code and Civil Code that accommodate digital procedures in the judicial system. In addition, there must be clearer technical standards regarding the validity of electronic documents, digital signature authentication, and digital evidence verification mechanisms in trials. With more solid and harmonious regulations, E-Court can be more effective in realizing the principles of simple, fast, and low-cost justice, as well as increasing transparency and accountability in the legal process in Indonesia.

The legal structure in the implementation of E-Court in Indonesia still faces various challenges, especially in administrative and institutional aspects. One of the main obstacles is the complex bureaucracy matters and procedural deviations of E-Court implementation. Although the digital justice system is designed to increase efficiency, in some courts there are still administrative obstacles, such as the slow case registration process, delays in verifying electronic documents, and difficulties in coordination between judicial institutions. In addition, there are still cases of procedural deviations carried out by judicial officials in processing cases digitally, for example in terms of openness absence to access to information or suboptimal use of the system, thus hampering the effectiveness of E-Court.

As the highest institution in the judicial system, the Supreme Court (MA) has a crucial role in supervising and evaluating the implementation of E-Court to ensure that it remains by the principles of justice. The MA has issued various regulations to regulate electronic case administration and trials, but supervision of its implementation is still not optimal. Several courts are still experiencing obstacles in adapting digital procedures to conventional trial mechanisms, especially in terms of data security, information transparency, and accuracy in case administration. Therefore, a stricter and more periodic evaluation mechanism is needed, as well as clearer and more uniform standard operating procedures (SOPs) across all courts to avoid gaps in the implementation of E-Court.

Another major challenge is the readiness of human resources (HR) in judicial institutions. Judges, clerks, and other judicial officers still need intensive training related to the use of digital court technology. Not all judicial officers have a sufficient understanding of the E-Court system, especially in terms of electronic document management, digital evidence authentication, and the use of online trial platforms. The lack of digital literacy among judicial officers can lead to errors in procedures or even hinder the course of trials, so ongoing training programs and competency certification are needed for all HR involved in the digital court system.

To support the sustainability and effectiveness of E-Court, the capacity of judicial institutions in providing technology-based services needs to be improved. One important aspect is the integration of data between courts and the more comprehensive digitalization of legal administration. Currently, there is still a gap in technological infrastructure between courts in big cities and remote areas, which results in disparities in access to E-Court services. Therefore, investment is needed in strengthening technological infrastructure, including increasing server capacity, developing cybersecurity systems, and integrating databases between judicial institutions so that E-Court services can run more effectively and evenly throughout Indonesia.

The legal culture of the community in accepting and using E-Court still faces various challenges. Many people, especially those accustomed to conventional judicial processes, still have difficulty adapting to this digital system. The main obstacle lies in the lack of digital literacy, especially for justice seekers from the underprivileged, elderly, or those in areas with limited access to technology. The process of registering cases, uploading electronic

documents, and online trials is often considered complicated and confusing, so they prefer to continue using conventional methods. This shows that the implementation of E-Court is not fully inclusive, and still requires further efforts in providing technical assistance and legal assistance for people who are less familiar with this system.

Although the use of E-Court has increased in several courts, the number of cases handled through this system is still not comparable to the total number of cases received. It shows that resistance to justice digitalization is relatively high, both from the community and the judicial apparatus. Several parties doubt the effectiveness and security of the E-Court system, especially in terms of the validity of digital documents, transparency of the process, and the potential for misuse of technology in manipulating electronic evidence. In addition, judicial officers who have not fully mastered the technology still tend to use conventional methods, so the implementation of E-Court has not been running optimally in all courts.

From the perspective of law enforcement officers and the community, perceptions of the transparency and effectiveness of E-Court are still varied. On the one hand, this system is considered capable of increasing efficiency, reducing brokering practices, and accelerating the case administration process. However, on the other hand, there are concerns regarding access to justice, especially for those who do not have adequate facilities and infrastructure to access this digital service. Some advocates and judges also question whether E-Court can fully guarantee the principle of "audi et alteram partem" (hearing both parties fairly) in online trials, especially in terms of witness confrontation, examination of evidence, and interaction between the parties in the trial. Therefore, the substantive justice aspect of this system still needs to be further evaluated.

To overcome these legal culture challenges, education and socialization regarding the benefits and mechanisms of using E-Court need to be improved. The government, the Supreme Court, and related institutions must be more proactive in providing understanding to the public through various digital legal literacy programs, seminars, and legal assistance. Advocates, judges, and other judicial officers also need to receive ongoing training so that they can use this system effectively. In addition, there needs to be increased access to technology and legal assistance for vulnerable groups, so that they do not feel difficult or disadvantaged in accessing digital justice services. With a more inclusive and systematic approach, E-Court can be more widely accepted and used in the justice system in Indonesia.

Legal infrastructure is a key element in the successful implementation of E-Court in Indonesia. However, to date, there are still significant accessibility constraints, especially for people living in remote areas. Limited, unstable internet access and a lack of technological devices are major obstacles for justice seekers who want to use digital justice services. Many individuals do not have adequate computers or smartphones, making it difficult for them to register cases, upload documents, or attend trials online. As a result, the E-Court system, which is supposed to increase efficiency, has the potential to create new injustices for those who do not have access to technology.

Infrastructure inequality is also seen in the differences in the readiness of courts in big cities and remote areas. Courts in big cities have relatively better facilities, such as a stable internet network, secure data storage servers, and devices that support online trials. In contrast, many courts in the regions still face obstacles in terms of hardware and software, including the lack of servers that can accommodate large amounts of data, limited courtrooms equipped with digital technology, and a lack of IT personnel who can manage this system optimally. This inequality means that not all courts can implement E-Court evenly, so there are still disparities in digital-based judicial services.

To overcome these challenges, the government has made various efforts in developing legal technology infrastructure. The steps taken include strengthening the internet network in regional courts, providing technological devices for judicial officials, and accelerating the

digitalization of legal documents to make them more accessible to all parties. Besides, the Supreme Court and the Ministry of Communication and Information are also working together to expand the reach of information technology to all courts, so that the integration of systems between judicial institutions can run more effectively. However, these programs still require greater budget support, as well as periodic evaluation to ensure that courts throughout Indonesia can adopt E-Court equally.

The cybersecurity aspect is also an important concern in the implementation of E-Court. Data and legal documents uploaded in the digital justice system must be guaranteed to secure hacked or misused systems easily by irresponsible parties. Investment in cybersecurity technology, such as data encryption, strong firewalls, and layered authentication systems, must be a priority of E-Court development. Furthermore, there needs to be precise regulations regarding the protection of personal data in the digital justice system, so that confidential information is not easily leaked or used for unauthorized purposes. With more equitable infrastructure development and a strong security system, E-Court can be an effective solution in realizing a modern, efficient, and more accessible justice system for all Indonesian people.

## CONCLUSION

The digitalization of justice through the E-Court system is a step forward in the modernization of law in Indonesia, initiated by the Supreme Court to improve efficiency, transparency, and accessibility in the judicial process. The application of the principles of simple, fast, and low-cost justice in this system has brought many benefits, such as reducing administrative obstacles, accelerating trials, and reducing court costs. However, the reality of its implementation still faces various challenges, including administrative obstacles, limited technological infrastructure, and disparities in readiness between courts in big cities and remote areas. Therefore, it is necessary to improve technological infrastructure, harmonize regulations, and provide education and outreach to the public and judicial apparatus so that E-Court can be implemented more effectively and evenly throughout Indonesia.

The implementation of E-Court in the administration of justice in Indonesia is a significant step in the modernization of the legal system but faces challenges in various aspects of legal substance, legal structure, legal culture, and legal infrastructure. In terms of legal substance, existing regulations still do not fully accommodate the implementation of E-Court comprehensively, especially in fixed procedural law and electronic evidence. Structurally, administrative constraints, HR readiness, and judicial bureaucracy are the main obstacles in optimizing this system. From the aspect of legal culture, there is still resistance from the community and judicial apparatus to adapt to the digitalization of justice, so education and socialization are necessary. Meanwhile, in terms of legal infrastructure, the gap in access to technology in remote areas, limited supporting devices, and cybersecurity threats are challenges that must be addressed immediately. Therefore, it is necessary to harmonize regulations, increase institutional and HR capacity, and invest in technology infrastructure and system security to ensure a more effective, efficient, and equitable implementation of E-Court.

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